

Enterprise Incident Report September 2012

As of 10/1/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Board of Pardons and Parole	Metro C Desktop Support	Jeff Curtis	1 0	0 0	1 0
		Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro C Help Desk	Cliff Jensen	1 1	0 0	1 1
		Reed Stohel	3 3	0 0	3 3
		Ross Owen	2 1	0 0	2 1
		Assigned to Individual Total	6 5	0 0	6 5
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0

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		Low	Medium	FCR Total
Board of Pardons and Parole	Assigned Group Total	11 5	1 0	12 5
Customer Company Total		11 5	1 0	12 5

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Board of Pardons and Parole	Metro C Desktop Support	Jeff Curtis	1 0	0 0	1 0
		Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro C Help Desk	Cliff Jensen	1 0	0 0	1 0
		Reed Stohel	3 0	0 0	3 0
		Ross Owen	2 1	0 0	2 1
		Assigned to Individual Total	6 1	0 0	6 1
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0

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		Low	Medium	MIR Total
Board of Pardons and Parole	Assigned Group Total	11 1	1 0	12 1
Customer Company Total		11 1	1 0	12 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Board of Pardons and Parole	Metro C Desktop Support	Jeff Curtis	1 0.44	0 0.00	1 0.44
		Tammy Black	2 0.03	0 0.00	2 0.03
		Assigned to Individual Total	3 0.16	0 0.00	3 0.16
	Metro C Help Desk	Cliff Jensen	1 0.00	0 0.00	1 0.00
		Reed Stohel	3 0.00	0 0.00	3 0.00
		Ross Owen	2 1.29	0 0.00	2 1.29
		Assigned to Individual Total	6 0.43	0 0.00	6 0.43
	Strategic Communications	Dennis Rogers	1 0.51	0 0.00	1 0.51
		Assigned to Individual Total	1 0.51	0 0.00	1 0.51
	Voice Operations	Romanza Hamblin Sorensen	1 0.19	1 0.16	2 0.17
		Assigned to Individual Total	1 0.19	1 0.16	2 0.17

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		Low	Medium	ATTIR Total
Board of Pardons and Parole	Assigned Group Total	11 0.34	1 0.16	12 0.33
Customer Company Total		11 0.34	1 0.16	12 0.33

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Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Board of Pardons and Parole	Metro C Desktop Support	Jeff Curtis	1 0	0 0	1 0
		Tammy Black	2 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro C Help Desk	Cliff Jensen	1 0	0 0	1 0
		Reed Stohel	3 0	0 0	3 0
		Ross Owen	2 0	0 0	2 0
		Assigned to Individual Total	6 0	0 0	6 0
	Strategic Communications	Dennis Rogers	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0	2 0
		Assigned to Individual Total	1 0	1 0	2 0

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		Low	Medium	MR Total
Board of Pardons and Parole	Assigned Group Total	11 1	1 0	12 1
Customer Company Total		11 1	1 0	12 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Board of Pardons and Parole	Metro C Desktop Support	Jeff Curtis	1 1.81	0 0.00	1 1.81
		Tammy Black	2 0.03	0 0.00	2 0.03
		Assigned to Individual Total	3 0.62	0 0.00	3 0.62
	Metro C Help Desk	Cliff Jensen	1 0.00	0 0.00	1 0.00
		Reed Stohel	3 0.00	0 0.00	3 0.00
		Ross Owen	2 1.31	0 0.00	2 1.31
		Assigned to Individual Total	6 0.44	0 0.00	6 0.44
	Strategic Communications	Dennis Rogers	1 92.24	0 0.00	1 92.24
		Assigned to Individual Total	1 92.24	0 0.00	1 92.24
	Voice Operations	Romanza Hamblin Sorensen	1 0.19	1 0.16	2 0.17
		Assigned to Individual Total	1 0.19	1 0.16	2 0.17

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		Low	Medium	ATTR Total
Board of Pardons and Parole	Assigned Group Total	11 8.81	1 0.16	12 8.09
Customer Company Total		11 8.81	1 0.16	12 8.09

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Detail

INC000000566088	Julie K Brown Strategic Communications	EIS Hardware Dennis Rogers	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.51 92.24
INC000000573475	Julie K Brown Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Board of Pardons and Parole	Telephone Medium	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000573800	Julie K Brown Voice Operations	Telecom Romanza Hamblin Sorensen	None Board of Pardons and Parole	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.19
INC000000576064	Wendy Rutherford Metro C Help Desk	Network Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576133	Dave Franchina Metro C Help Desk	Network Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577764	Cheri Prince Metro C Desktop Support	PC/Laptop Tammy Black	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000579988	Jennifer Bartell Metro C Help Desk	PC/Laptop Ross Owen	Performance Board of Pardons and Parole	None Low	Resolved	TIR Missed: Yes TTR Missed: No	2.59 2.62
INC000000580550	Susanne Escobar Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000581871	Andy Taylor Metro C Desktop Support	PC/Laptop Jeff Curtis	Hardware Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	0.44 1.81
INC000000582747	Kym Chaplin Metro C Help Desk	Network Cliff Jensen	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000583718	John Green Metro C Desktop Support	Application Tammy Black	Error Board of Pardons and Parole	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	0.04 0.04
INC000000585419	Melissa Stapley Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00